

How to use your regular SL-1 telephone

How to Use Your Reg

Put Call on Hold	To Activate	Flash hookswitch, hear special dial tone,* dial #,4, hang up. <i>(Your call is now on hold. If you hang up, your phone will ring every 60 seconds to remind you; if you do not hang up there will be no ring.)</i>
	To Return	Lift handset, or flash hookswitch if you did not hang up.
Transfer a Call	To Activate	Flash hookswitch, hear special dial tone, dial directory number, consult privately, hang up. <i>(If there is no answer or the directory number is busy, flash hookswitch and you will be reconnected to your caller.)</i>
Consultation	To Activate	Flash hookswitch, hear special dial tone, dial directory number, consult privately, allow consulted party to hang up, you will be reconnected to your original call. <i>(If called directory number does not answer or is busy, flash hookswitch and you will be reconnected.)</i>
3-Way Conference	To Activate	Flash hookswitch, hear special dial tone, dial desired number, announce conference, flash hookswitch to connect all callers for conference. When conference is completed, hang up. <i>(If called number does not answer or is busy, flash hookswitch and you will be reconnected.)</i>
Ring Again (station or trunk)	To Activate	Flash hookswitch, hear special dial tone, dial 61, hear regular dial tone, hang up.
	To Cancel	Dial 62, hear regular dial tone, hang up.
Call Pickup	To Respond	Lift handset, dial 63, answer call
Speed Calling	To Use	Pick up handset, dial #,3, hear regular dial tone, dial appropriate speed call entry number. Call will automatically be dialed.
Call Forward	To Activate	Pick up handset, dial #,1, hear regular dial tone, dial number calls are to be forwarded to, hang up.
	To Cancel	Pick up handset, dial #,1, hear regular dial tone, hang up.
External Calling	To Use	Lift handset, hear regular dial tone, dial 9, hear regular dial tone, dial your call.

*Special dial tone consists of three rapid tones followed by a steady dial tone. In activating any feature involving special dial tone, you **must** wait for the steady tone before proceeding with the next step.

Feature Access

Activate Ring Again
61

Cancel Ring Again
62

Call Pickup
63

ular SL-1 Telephone

Speed Call List

Entry Number	Person/Number

Feature Definitions

Call Forward — Allows you to program your telephone so that calls to your extension will ring at another number.

Call Hold — Allows you to hold any call.

Call Pickup — Allows you to answer an incoming call to any station in your call pickup group from your own telephone.

Consultation — Allows you to exclude your existing caller, place another call and talk privately with that person.

Ring Again — Alerts you when a previously busy station or outside trunk becomes idle.

Speed Call — Allows you to place calls to a number by dialing a 2-digit code.

Transfer — Allows you to transfer a call to another station.

3-Way Conference — Allows you to add a third party to your existing call.

Telephone Courtesy

1. **Answer Promptly** — with a smile in your voice. Delayed answering irritates your caller.
2. **Promptly Identify Yourself** — on incoming and outgoing calls.
3. **Avoid Unnecessary Screening** — and never say, "who's calling?" If you must screen ask, "May I say who's calling, please?"
4. **Be Prepared** — write it down . . . it guarantees accuracy and eliminates call backs.
5. **Take Messages Accurately** — keep paper and pencil by the phone. After writing down the message, read it back to the caller.
6. **Transfer Properly** — understand your telephone equipment and transfer the call to the right person or office the first time.
7. **Place and Receive Your Own Calls** — this personal touch saves time and creates good will.
8. **Leave Word** — if you're going to be away from your office, always leave word where you are going and when you will be back.
9. **Explain Delays** — waiting seconds seems like an eternity.
10. **Don't Abandon Your Caller** — make reports at least every sixty seconds.
11. **Analyze Your Terminology** — eliminate slang (yeah, OK, Bye Bye). Never say, "He's on break." Instead say, "He's away from his desk now, may I tell him who called?"
12. **Terminate Your Call with a Polite "Goodbye"** — hang up gently.

Remember — to the caller there is no unimportant telephone call.

You are the **voice** of your business.

What kind of an impression did you make today?